

JOB DESCRIPTION
MURFREESBORO POLICE DEPARTMENT
TECHNICAL SUPPORT SPECIALIST

1. JOB TITLE: **TECHNICAL SUPPORT SPECIALIST**

2. DEFINITION: The Technical Support Specialist is responsible for assisting in the efficient and orderly function of the information systems of the Department. The duties will include installation and on-site maintenance of the PC based network computer systems, telephone systems and other Department business systems and components as specified. The employee is responsible through the chain of command to the Police Chief. All employees are responsible to the City Manager. This position is classified as Non-exempt for the purpose of the Fair Labor Standards Act, as having no significant exposure to bloodborne pathogens, and as Non-Safety Sensitive; the employee is subject to post accident (incident), reasonable suspicion, return to duty and follow-up drug and alcohol testing.

3. EQUIPMENT / JOB LOCATION:

- a. The Technical Support Specialist will assist in the operation and maintenance of PC based network computer systems, in-house telephone systems, copiers, fax machines, mobile data terminal equipment (both mobile and site-based), building monitors at entrances, closed circuit television (CCTV) equipment, as well as miscellaneous office equipment and accessories.
- b. The primary job location will be within the Murfreesboro Police Department; however, some travel may be necessary for training and information gathering, as well as to keep informed on new products and technologies. This position will be subject to twenty-four (24) hour call for mission critical component maintenance.

4. ESSENTIAL FUNCTIONS OF THE JOB:

- a. Performs routine diagnostics and preventative maintenance on-site for computer information systems and related equipment.
- b. Installs and configures microcomputer hardware, software and peripherals.
- c. Assists system administrators with network management and administrative functions.
- d. Assists in the monitoring of backup, anti-virus and security procedures.
- e. Tests, evaluates and recommends software and hardware for purchase.
- f. Maintains inventory of supplies related to computer and office equipment.
- g. Assists in maintaining inventory of fixed assets installed or removed within the department.
- h. Becomes a proficient operator of the existing public safety operating system used by the Murfreesboro Police and Fire Departments.

- i. Uses knowledge of software programs to provide technical support to computer operators.
- j. Keeps informed on new technologies and implementation strategies.

5. ADDITIONAL EXAMPLES OF WORK PERFORMED:

- a. Provides assistance to the Department's participation in a county-wide criminal justice information sharing network.
- b. Provides assistance to departments city wide in special computer related projects.
- c. Performs other duties and special projects as assigned.

6. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- a. Education equivalent to graduation from a Vocational/Technical School with a diploma in an Information Systems, Data Processing or Computer Operations field of study.
- b. Two (2) years of on-the-job experience in computer information systems maintenance and support, preferred.
- c. Must be at least 21 years of age.
- d. Must have legal authorization to work in the United States.
- e. Must not have been convicted of or pleaded guilty to or entered a plea of nolo contendere to any felony charge or to any violation of any federal or state laws or City ordinances relating to force, violence, theft, dishonesty, gambling, or controlled substances.
- f. As a minimum, a basic knowledge of the Microsoft Windows (95, 98, and NT) platforms, Novell networking software, and Microsoft Office Professional software.
- g. A working knowledge of personal computers and all common peripherals, including monitors, printers, modems, and other connection, communication and storage devices.
- h. The ability to perform basic diagnostic, maintenance and support operations for all existing computer equipment.
- i. The ability to learn basic operation and maintenance routines for telephone systems, copiers, fax machines and CCTV equipment.
- j. Maintains confidentiality about information learned on the job.
- k. The ability to report for work on time and perform job responsibilities in a timely manner in order to meet scheduled deadlines and perform the duties of the job for a complete workday.
- l. Possess temperament, good judgment and human relations skills to deal and communicate with the public and the other employees of the City.

**Non-Exempt
Non-Safety Sensitive
May 13, 2005**